

TERMS AND CONDITIONS

Customer Responsibilities:

An adult (18 years or older) must be present during the entire installation or repair process. If the technician arrives at the scheduled time and no adult is present, or if the adult leaves prior to the service being completed, the technician will leave and you will be subject to the stated service charges. You must type in all passwords for security purposes.

PC Solutions is not responsible for lost data – please ensure you have backed up your important data prior to any service.

Customer is responsible for any data migration to a new PC or hard drive. Data transfers are available for an additional fee.

Customer is responsible for the removal of any packing materials or trash.

There will be a \$50.00 fee for any cancellation within 24 hours of scheduled on-site service.

Technical Service fees are nonrefundable once the service process has begun (any cancellations must be made prior to actual service to receive any prorated refund).

Tasks That Must Be Completed Prior to Install or Repair:

Please back up all vital data files prior to service being performed. PC Solutions is not responsible for lost data.

Any hardware devices, components, peripherals, software or cabling needed for the install must be purchased and supplied by you.

If network connectivity is desired for multiple devices, you must supply device (router, hub, modem or switch) with adequate number of ports to support the required number of devices.

ISP/Internet or home network connection must be activated and working properly prior to any related install.

All equipment being installed must be located in the general area where the installation is taking place.

The technician must be given immediate access to the equipment so the service call can begin as scheduled.

Customer must provide adequate environment (power, space, etc.) for the scheduled service.

Customer is responsible for providing power cords and surge protectors.

Customer must have available all legally licensed software and media that may be required.

Service Warranty:

PC Solutions warrants its workmanship for a period of 30 days from the service date.

This includes issues with the configured installation setup by the technician. PC Solutions is not responsible for issues due to setting changes, new software upgrades, ISP connection issues, relocation, viruses or spy-ware issues, or misuse.

Additional trips not covered by the warranty will be subject to charges.

- Tutorial services are not covered under this warranty
- PC Solutions warranty is only valid on virus, spy-ware and ad-aware removal service if PC Solutions technician verifies proper protection against such threats

System Minimum Requirements for Networking:

Please check to see that your computer meets these minimum requirements:

- Windows disk or restore disk must be available with key code at the time of installation
- A broadband or cable connection must be active before the technician arrives
- All computers to be networked must be virus free and all devices being connected must be in good working condition
- Internet connection, router and primary PC must be in the same room

Signature: _____

Date: _____